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Message: New User Reset



From Kristen M. Setterlund, MSW, **Date** Thursday, March 16, 2017

> **LCSW** 2:21 PM

To Kraft, Emily

Cc

Journal Emily.Kraft@oa.mo.gov

Recipients

🔤 image001.png (3 Kb нтмг) 🔤 image002.jpg (3 Kb нтмг) 🔤 image003.jpg (1 Kb нтмг) 🔤 image004.png (2 Кb нтм.) 🔤 image005.png (3 Кb нтм.) 🔤 image006.png (2 Кb нтм.)

Hi Emily,

We have a new user that was not able to register in time into the new ATA system. Her name is Barb Patrick and she is with our subcontractor, CCKC. Barb is only in the office till 3pm today, so if you don't have a chance before then, I will reach out to you again on Monday to ensure she is available to complete the registration.

Also, we tried to reset things on our end using the instructions below and it said the email was sent, but Barb did not get the email. We had her check in her junk email as well. Do we need the contractor access code to be filled in? The box won't let us enter anything there and we weren't sure if that was the reason it wouldn't work. Thanks for your help in figuring it out!

Also, you are able to resend access code emails on your end as well. From the User dropdown, select New User, then the "Resend email to new user" radio button. Then select the user's email and click the resend button.

Kristen



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